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ABSTRACT

This book is a tool kit for human resource development (HRD) and training managers, trainers, and administrative assistants in small HRD departments. Part 1 deals with the challenges and opportunities of managing a small HRD department and with planning the strategy. Chapter 1 gives a sense of the workings of small HRD departments. Chapter 2 explains how to build a partnership with senior management. Chapter 3 tells how to create and develop a business-focused HRD plan. Chapter 4 presents the advantages and disadvantages of various delivery methods. Chapter 5 deals with the budget implications of different resource strategies and reviews elements of a sound HRD budget. Part 2 deals with issues involved in implementing the plan. Chapter 6 describes the program development process and the HRD manager's role in it. Chapter 7 addresses effective marketing of HRD programs and services. Chapter 8 discusses the roles of the HRD manager and administrative assistant in the delivery and administration of HRD programs and services. Chapter 9 discusses benefits of tracking the effectiveness of programs and suggests how to do so. Part 3 summarizes ongoing management issues in a small department. Chapters 10-12 deal with managing a budget, developing one's own and one's staff's skills, and preparing for the future. A resources section contains a detailed action plan and 14 other worksheets to plan and evaluate training activities. (YLB)

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